



Complete Summary

TITLE

Patient assessment of general practice: mean scale score for the "Continuity" questions on the General Practice Assessment Questionnaire (GPAQ) Consultation Version 2.0.

SOURCE(S)

National Primary Care Research and Development Centre. General practice assessment questionnaire (GPAQ) manual: version 2.1. Manchester (UK): National Primary Care Research and Development Centre, University of Manchester and Safran/NEMCH; 2007 Apr 18. various p.

The General Practice Assessment Questionnaire (GPAQ): consultation version 2.0. Manchester (UK): National Primary Care Research and Development Centre, University of Manchester and Safran/NEMCH; 4 p.

Measure Domain

PRIMARY MEASURE DOMAIN

Patient Experience

The validity of measures depends on how they are built. By examining the key building blocks of a measure, you can assess its validity for your purpose. For more information, visit the [Measure Validity](#) page.

SECONDARY MEASURE DOMAIN

Does not apply to this measure

Brief Abstract

DESCRIPTION

This measure is used to assess the mean scale score for the "Continuity" questions on the General Practice Assessment Questionnaire (GPAQ) Consultation Version 2.0.

The "Continuity" section is one of five sections that comprise the GPAQ and contains the following questions:

- In general, how often do you see your usual doctor?

- How do you rate this?

RATIONALE

Some aspects of quality are best assessed by asking patients. A review of the literature identified the following aspects of General Practice (GP) care which are most highly valued by patients:

- Availability and accessibility, including: availability of appointments, waiting times, physical access and telephone access.
- Technical competence, including: the doctor's knowledge and skills, and the effectiveness of his or her treatments.
- Communication skills, including: providing time, exploring patients' needs, listening, explaining, giving information and sharing decisions.
- Inter-personal attributes, including: humaneness, caring, supporting and trust.
- Organisation of care, including: continuity of care, and, the range of services available.

PRIMARY CLINICAL COMPONENT

General practice; patient assessment questionnaire; continuity

DENOMINATOR DESCRIPTION

Patients aged 16 years and older who answered the "Continuity" questions on the General Practice Assessment Questionnaire (GPAQ)

NUMERATOR DESCRIPTION

Mean scale score for the questions from the "Continuity" section of the General Practice Assessment Questionnaire (GPAQ)

Evidence Supporting the Measure

EVIDENCE SUPPORTING THE CRITERION OF QUALITY

- One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Evidence Supporting Need for the Measure

NEED FOR THE MEASURE

Use of this measure to improve performance

EVIDENCE SUPPORTING NEED FOR THE MEASURE

National Primary Care Research and Development Centre. 2005-6 benchmark sample characteristics: consultation GPAQ (V2.0). Manchester (UK): National Primary Care Research and Development Centre; 1 p.

National Primary Care Research and Development Centre. National GPAQ benchmarks for 2005-6: consultation version (2.0). [internet]. Manchester (UK): National Primary Care Research and Development Centre; [accessed 2008 Sep 10]. [2 p].

State of Use of the Measure

STATE OF USE

Current routine use

CURRENT USE

Internal quality improvement

Application of Measure in its Current Use

CARE SETTING

Ambulatory Care
Physician Group Practices/Clinics

PROFESSIONALS RESPONSIBLE FOR HEALTH CARE

Physicians

LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED

Individual Clinicians

TARGET POPULATION AGE

Age greater than or equal to 16 years

TARGET POPULATION GENDER

Either male or female

STRATIFICATION BY VULNERABLE POPULATIONS

Unspecified

Characteristics of the Primary Clinical Component

INCIDENCE/PREVALENCE

Unspecified

ASSOCIATION WITH VULNERABLE POPULATIONS

Unspecified

BURDEN OF ILLNESS

Unspecified

UTILIZATION

Unspecified

COSTS

Unspecified

Institute of Medicine National Healthcare Quality Report Categories

IOM CARE NEED

Getting Better
Living with Illness
Staying Healthy

IOM DOMAIN

Patient-centeredness

Data Collection for the Measure

CASE FINDING

Users of care only

DESCRIPTION OF CASE FINDING

General practice patients aged 16 years and older

DENOMINATOR SAMPLING FRAME

Patients associated with provider

DENOMINATOR INCLUSIONS/EXCLUSIONS

Inclusions

Patients aged 16 years and older who answered the "Continuity" questions on the General Practice Assessment Questionnaire (GPAQ)

Exclusions

Unspecified

RELATIONSHIP OF DENOMINATOR TO NUMERATOR

All cases in the denominator are equally eligible to appear in the numerator

DENOMINATOR (INDEX) EVENT

Encounter

Patient Characteristic

DENOMINATOR TIME WINDOW

Time window is a single point in time

NUMERATOR INCLUSIONS/EXCLUSIONS

Inclusions

Mean scale score for the questions from the "Continuity" section of the General Practice Assessment Questionnaire (GPAQ)

Exclusions

Unspecified

MEASURE RESULTS UNDER CONTROL OF HEALTH CARE PROFESSIONALS, ORGANIZATIONS AND/OR POLICYMAKERS

The measure results are somewhat or substantially under the control of the health care professionals, organizations and/or policymakers to whom the measure applies.

NUMERATOR TIME WINDOW

Encounter or point in time

DATA SOURCE

Patient survey

LEVEL OF DETERMINATION OF QUALITY

Not Individual Case

PRE-EXISTING INSTRUMENT USED

Unspecified

Computation of the Measure

SCORING

Non-weighted Score/Composite/Scale

INTERPRETATION OF SCORE

Better quality is associated with a higher score

ALLOWANCE FOR PATIENT FACTORS

Unspecified

STANDARD OF COMPARISON

External comparison at a point in time
Internal time comparison

Evaluation of Measure Properties

EXTENT OF MEASURE TESTING

A preliminary examination of the psychometric characteristics (internal reliability, factor structure) of the General Practice Assessment Questionnaire (GPAQ) was published in February, 2008. This preliminary evaluation indicates that the scales of the GPAQ are internally reliable and that the items demonstrate an interpretable factor structure.

EVIDENCE FOR RELIABILITY/VALIDITY TESTING

Mead N, Bower P, Roland M. The General Practice Assessment Questionnaire (GPAQ) - development and psychometric characteristics. BMC Fam Pract2008;9:13. [PubMed](#)

Identifying Information

ORIGINAL TITLE

Continuity.

MEASURE COLLECTION

[General Practice Assessment Questionnaire \(Consultation Version\)](#)

DEVELOPER

National Primary Care Research and Development Centre

FUNDING SOURCE(S)

UK Department of Health

COMPOSITION OF THE GROUP THAT DEVELOPED THE MEASURE

General Practice Assessment Questionnaire (GPAQ) was developed from the GPAS questionnaire which has been used in research at NPCRDC over the past five years. Martin Roland, Director of NPCRDC led the team with Nicki Mead and Pete Bower. Professor John Campbell of Peninsular Medical School has also contributed to research on GPAQ. The original GPAS questionnaire was developed from the Primary Care Assessment Survey (PCAS) with the assistance of Dr. Dana Gelb Safran from the New England Medical Center, who shares the copyright of GPAQ.

FINANCIAL DISCLOSURES/OTHER POTENTIAL CONFLICTS OF INTEREST

None

ADAPTATION

Measure was not adapted from another source.

RELEASE DATE

2003 Jan

REVISION DATE

2007 Apr

MEASURE STATUS

This is the current release of the measure.

SOURCE(S)

National Primary Care Research and Development Centre. General practice assessment questionnaire (GPAQ) manual: version 2.1. Manchester (UK): National Primary Care Research and Development Centre, University of Manchester and Safran/NEMCH; 2007 Apr 18. various p.

The General Practice Assessment Questionnaire (GPAQ): consultation version 2.0. Manchester (UK): National Primary Care Research and Development Centre, University of Manchester and Safran/NEMCH; 4 p.

MEASURE AVAILABILITY

The individual measure, "Continuity," is available in "The General Practice Assessment Questionnaire (GPAQ): Consultation Version 2.0" and "General Practice Assessment Questionnaire (GPAQ) Manual: Version 2.1." These documents are available from the [General Practice Assessment Questionnaire \(GPAQ\) Web site](#).

For further information, please contact the National Primary Care Research and Development Centre at: Williamson Building, University of Manchester, Oxford Road, Manchester M13 9PL, UK; Phone: +44 161275 7663; Fax: +44 161 275 7600; Web site: www.npcrdc.ac.uk.

COMPANION DOCUMENTS

The following are available:

- Patient survey using the General Practice Assessment Questionnaire (GPAQ) for sample surgery GPAQ 2007/8. Manchester (UK): National Primary Care Research and Development Centre, University of Manchester and Safran/NEMCH; 2007. 30 p. This document is available in Portable Document Format (PDF) from the [CMI Publishing Ltd. GPAQ Analysis Web site](#).
- Carter M, Roland M, Bower P, Gask L, Greco M, Jenner D. Improving your practice with patient surveys. Manchester (UK): National Primary Care Research and Development Centre; 59 p. This document is available in PDF from the [National Primary Care Research and Development Centre Web site](#).
- National Primary Care Research and Development Centre. National GPAQ benchmarks for 2005-6: consultation version (2.0). [internet]. Manchester (UK): National Primary Care Research and Development Centre; [accessed 2008 Sep 10]. [2 p]. This document is available from the [General Practice Assessment Questionnaire \(GPAQ\) Web site](#).
- National Primary Care Research and Development Centre. 2005-6 benchmark sample characteristics: consultation GPAQ (v2.0). Manchester (UK): National Primary Care Research and Development Centre; 1 p. This document is available from the [General Practice Assessment Questionnaire \(GPAQ\) Web site](#).

NQMC STATUS

This NQMC summary was completed by ECRI Institute on December 16, 2008. The information was verified by the measure developer on January 15, 2009.

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